

Frequently Asked Questions

1. **Can members use a personal credit card instead of GTCC for PCS?**

Eligible members of the Military Services and DoD civilian employees must be issued a GTCC individually billed account (IBA) pursuant to Public Law 105-264 and section 5701 Note of Title 5, United States Code. An IBA must be used for all official travel expenses, pursuant to the DoD GTCC Regulations, current edition and DoD 5154.31.

Use of personal credit cards or other forms of payment is not authorized unless the traveler is exempt from mandatory use of the IBA in accordance with DoD GTCC Regulations, current edition.

Sailors who fail to comply with DoD policy may be subject to Title 10 United States Code Uniform Code of Military Justice (UCMJ) Article 92- Failure to Obey an Order or Regulation.

2. **When will a member using the GTCC be issued their travel entitlement?**

The member will receive their full entitlement per the JTR at the time of travel claim liquidation. Sailors using the GTCC for PCS shall not receive advanced travel allowances.

3. **Will a member be paid their full entitlement, or will the member only receive payment to cover the GTCC expenses?**

The member will receive their full entitlement per the JTR at the time of travel claim liquidation.

You can use MyPCS for the travel entitlements calculator. The estimate of travel entitlements is not a guaranteed amount. The amount reimbursed is determined upon receipt of final voucher settlement.

4. **Can a member use their GTCC to put a deposit on rent for a home or a trailer lot?**

JTR 050104 - A DLA partially reimburses a Service member for expenses incurred in moving a household. The household move must be required by a PCS, ordered for the Government's convenience, required due to an evacuation, or otherwise authorized in section 0505. JTR does not cite specific examples of DLA.

Regarding GTCC for DLA expenses, you may withdraw cash with bank teller or ATM within 3 working days of departure date of official travel. Withdrawal before 3 working days is considered misuse of the GTCC. A 2.4% non-reimbursable fee applies to any amount withdrawn. This fee, and any ATM charges are not a reimbursable expense and will require you to settle the charges with Citibank.

5. **Can I liquidate my PCS travel claim with incremental settlements every month while enroute?**

Incremental settlements of the GTCC while enroute is not currently possible for PCS travel.

If your travel time exceeds 120 days, you must contact MNCC no later than 90 days after detach date to extend MC/PCS status. This will prevent the GTCC bill from being due prior to reporting to new PDS.

The GTCC will be deactivated automatically from MC/PCS status at 120 days or upon reporting to ultimate duty station, whichever comes first.

6. WINIATS Ops Alert 02/26/2021 detailed an issue with Split Disbursement in the system. Has that been resolved?

Yes, this issue has been resolved and Sailors should be indicating Split Disbursement and the total amount of expenses placed on the GTCC on the 1351-2.

7. If I have an E-9 or O-6+ who has already received or requested a travel advance for their PCS EDD after JAN 2022, do I need to return and resubmit their package?

No

8. How can this be pushed with the current state of travel claim processing times?

Submission of electronic travel claims using MyPCS has been proven to reduce errors and expedite Sailor reimbursement. When the CPPA approves a voucher, it automatically becomes available for a clerk at the Transaction Processing Department (TPD) to select for processing. This automation eliminates the need for CPPAs to manually download the voucher with Key Supporting Documents and transmit these documents to the TPD.

9. Whose responsibility is it to activate the GTCC into MC/PCS status?

The card will automatically be placed into MC/PCS status 5 working days prior to detach date. This action occurs automatically in the file feed by Citibank. APCs and card holders should verify MC/PCS activation occurred correctly at checkout.

If the GTCC has is not in MC/PCS status, APCs should place the card holder in MC/PCS status as needed.

APCs should understand the difference between MC and MC/PCS. MC is limited to 1% of all open DOD accounts and is monitored to ensure no abuse is taking place (for example hiding of delinquencies). MC is limited by policy, only HL3 and HL2s may place an account in MC. MC/PCS doesn't have the same limitations and APCs can place card holders in this status when required.

10. How does this mandate affect restricted and unrestricted card holders?

Credit limit increases for restricted card holders will only be placed for 6 months due to policy limitations. However, the increase can be put back on the account by calling MNCC.